

1 FAM 270

BUREAU OF INFORMATION RESOURCE MANAGEMENT (IRM)

(TL:ORG-97; 01-26-2001)

1 FAM 271 CHIEF INFORMATION OFFICER (CIO)

1 FAM 271.1 Policy

(TL:ORG-97; 01-26-2001)

For the Department of State, the Chief Information Officer (CIO):

- (1) Establishes effective information resources management planning and policies;
- (2) Ensures availability of information technology systems and operations, including IT contingency planning, to capably support the Department's diplomatic, consular, and management operations; and
- (3) Is the authority for the Department's computer security programs with policy developed by Diplomatic Security and promulgated jointly by Diplomatic Security and the CIO. *(See 1 FAM 260 for the Bureau of Diplomatic Security's responsibilities.)*

1 FAM 271.2 Responsibilities

(TL:ORG-88; 06-30-2000)

a. The Chief Information Officer (CIO) holds a rank equivalent to that of assistant secretary. The CIO serves as the principal adviser to the Secretary of State and the Under Secretary for Management (M), dealing with the development, implementation, and as necessary, revision of policies, plans, and programs, to facilitate and strengthen the cost-effective, efficient, and timely application of information resources to achieve strategic Department missions. In the performance of this responsibility, exercises functional authority on behalf of the Under Secretary for Management (M), except that, pursuant to 44 U.S.C. 3506 (a)(2)(A), in carrying out the responsibilities of the Department of State under the Clinger-Cohen Act (CCA) and the Paperwork Reduction Act, the CIO reports directly to the Secretary of State.

b. With respect to the subject matter described in 1 FAM 271.2 paragraph a below, and taking into account applicable statutes, executive branch instructions, and Department policies, the CIO:

(1) Manages and coordinates the Department's information resources and technology infrastructure and provides core information technology (IT) and resources services;

(2) Establishes program priorities, oversees the preparation of budget estimates for the *Bureau*, and supervises the use of appropriated funds for the *Bureau* in accordance with Congressional limitations, program objectives, and policies, of the President, and the Secretary;

(3) Oversees the establishment and promulgation of policies, plans, and programs to ensure that the Department's information resources management is designed, acquired, operated, maintained, monitored, and evaluated so as to support the efficient, cost-effective, and timely achievement of strategic Department missions to include, but not be limited to:

(a) Modernization of the Department's information systems;

(b) Development, implementation, and maintenance of a sound and integrated information technology architecture for the Department;

(c) Establishment and promulgation of technical and operating standards for application to Department information systems; and

(d) Analysis, prior to significant information technology investments, of the Department's mission-related and administrative processes, with due consideration to restructuring and outsourcing, as appropriate;

(4) Provides guidance and direction to Department elements responsible for preparing information resources management plans required by statutes, executive branch instructions, and Department policies;

(5) Ensures, in collaboration with affected operating elements, coordinated monitoring, review, and evaluation of Department information resources and recommends remedial action to address identified deficiencies;

(6) Recommends funding priorities with respect to the acquisition, operation, maintenance, and improvement of Department information resources, programs, and projects, including the discontinuance or termination of such programs and projects;

(7) Initiates and oversees coordinated development, implementation, and evaluation of training plans, in coordination with affected bureaus, to ensure that Department personnel acquire skills needed to manage and use existing and planned information resources, and recommends changes in such plans as warranted by operating experience and anticipated conditions;

(8) Establishes, or otherwise ensures, that a process is in place to evaluate whether proposed collection of information should be approved, and to certify such proposed collection of information to OMB for review and approval;

(9) Provides, or otherwise ensures, in coordination with affected Department elements, continued liaison with members and staffs of Congressional committees having oversight responsibilities for the Department's information resources and management thereof;

(10) Has overall substantive responsibility for the following Department's regulatory publications: *Foreign Affairs Manual* Volume 5 (*Information Management* – 5 FAM), and its related *Foreign Affairs Handbooks* in their entirety;

(11) Implements information resources management reinvention and reengineering initiatives;

(12) Oversees specific operations related to the following Department-wide information resources management and systems issues:

- (a) Security;
- (b) Configuration management;
- (c) Workforce planning; and

(13) Performs such other functions as may be delegated by the Under Secretary for Management (M).

1 FAM 271.3 Organization

(TL:ORG-80; 05-26-1999)

See 1 FAM 271 Exhibit 271.3 for an organization chart of the Bureau of Information Resource Management (IRM).

1 FAM 271.4 Definitions

(TL:ORG-97; 01-26-2001)

a. **7x24-hours:** This is an accepted industry term that refers to the hours of operation. *7x24-hours* is translated as seven days a week, 24 hours a day throughout the year, without exception.

b. **ACF2:** Access Control Facility, Version 2, is a National Security Agency (NSA)-approved C-2 rated software product. It provides security for data stored on computer systems using the IBM Multiple Virtual System/Enhanced Services Architecture (MVS/ESA) operating system.

- c. **Anti-virus:** A software application used to detect and eradicate computer viruses.
- d. **Architecture:** An integrated framework for evolving or maintaining existing information technology, and acquiring new information technology, to achieve the Department's strategic goals and information resources management goals.
- e. **Baseline:** The version of the deliverable that is under configuration management and is considered to be the "official" version.
- f. **Baseline—Transition—Target:** The life cycle of architectures. Baseline refers to architectures of existing operations. Target refers to "planned architectures" which align information technology resources to Department-wide information resources management business requirements. Transition refers to architectures, which link old and new architectures.
- g. **Business process reengineering (BPR):** The process of fundamentally changing the way work is performed in order to achieve radical performance improvements in speed, cost, and quality.
- h. **Call accounting:** The process by which call detail records for specific or groups of telephone extensions are collected and recorded for billing and traffic monitoring purposes.
- i. **Capital planning:** An integrated management process that provides for the continuous identification, selection, control, life cycle management, and evaluation of an information technology investment program designed to achieve a desired business outcome.
- j. **Central office of record (COR):** The office of a Federal department or agency that keeps records of accountable communications security (COMSEC) material held by elements subject to its oversight.
- k. **Circuit:** The complete path between two terminals over which one-way or two-way communications may be provided.
- l. **Cleared American technician (CAT):** A U.S. citizen with a Department of State Top Secret security clearance who installs and repairs information processing equipment in controlled access areas (CAAs), as defined in 12 FAM.
- m. **Combined bureau processing centers:** The combined bureau processing centers (CBPCs) are classified network centers that provide a centralized infrastructure to support Bureau foreign affairs information systems (FAIS) requirements. These systems provide electronic telegram capabilities and classified electronic e-mail capabilities for the bureaus. The AF, PM, EAP, EB, NEA, and EUR bureaus have information processing equipment located in the CBPC.

- n. **Communications security (COMSEC) account:** An administrative entity, identified by an account number, used to maintain accountability, custody, and control of COMSEC material.
- o. **Computer technologies:** The technology used in the development and use of computers, computer peripherals, operating systems, software, and communications systems.
- p. **Configuration management (CM):** The process of identifying and defining the configuration items in a system, controlling the release and change of these items throughout the system life cycle, recording and reporting the status of configuration items and change requests, and verifying the completeness and correctness of configuration items.
- q. **CRITIC test program:** Program capabilities are tested to ensure that this highest telegraphic precedence can be handled by a post.
- r. **Critical infrastructures:** As defined by Presidential Decision Directive 63, critical infrastructures are those physical and cyber-based systems essential to the minimum operation of the economy and U.S. Government. They include, but are not limited to, telecommunications, energy, banking and finance, transportation, water systems and emergency services, both governmental and private.
- s. **Critical infrastructure assurance:** The measures and processes employed in the protection of U.S. critical infrastructures as defined by Presidential Decision Directive 63.
- t. **Critical infrastructure protection program:** The Department of State's initiative, in accordance with the Presidential Decision Directive 63, to secure the Nation's Critical Infrastructure.
- u. **Data administration:** The organization responsible for the definition, management, organization, and supervision of data within an enterprise or organization. A business function responsible for identifying, documenting, and modeling business information requirements, and for maintaining the business's set of data definitions and standards.
- v. **Data base administration (DBA):** Technical support and configuration management of a data base management system. Functions include system maintenance, user access control, review of new data base designs, data base change control, data base replication, and security issues and procedures.

w. **Data replication:** The process of, or facilities for, maintenance of multiple copies, subsets or versions of data (copy management). This process is normally managed by the data base administrator and can be primary-site (single location) or multi-site (multiple locations) in nature.

x. **Department of State publications (DOS PUB):** A list of routing indicators and security levels for every post.

y. **Desktop browser:** A suite of programs located in a desktop PC that allows both viewing and navigation from one node on the Internet or OpenNet, to another.

z. **Desktop systems:** Typically, personal computer hardware, software, and other peripheral devices, that users have on their desks.

aa. **DOS web technology:** The software and services including Telnet, File Transfer Protocol (FTP) and Web servers used to build applications, other than e-mail, that work on the Internet or OpenNet.

bb. **DOSNet:** DOSNet is the Department of State's enterprise-wide SBU (Sensitive But Unclassified) e-mail system. DOSNet is a Microsoft Exchange based service running over the Department's SBU Intranet, Open Net. Protected gateways are available between DOSNet and the Department's own unclassified networks as well as the Internet and USAID's systems. For convenience, the addresses of users on these unclassified Department networks are synchronized with the DOSNet global address list, preceded by one or more initials in brackets (e.g., (U), (RIA), (OES), and (DRL)) to indicate they may not receive SBU information.

cc. **Emerging technologies:** The evolutionary development of new or enhanced technology that provides technical capabilities not formerly available. Applies not only to computers, but to any scientific technology.

dd. **Enterprise data architecture (EDA):** Consists of statements of business requirements and related data facts represented in a set of views contained in the EDA model. The views are known by the following names: Enterprise Scope View, Enterprise Business View, and Enterprise System View. The views represent the enterprise business requirements in various levels of detail. The Enterprise Scope View is the highest level and contains data concepts that are very general in nature. The Enterprise Business View is more detailed and contains data objects easily recognizable by business managers. The Enterprise System View is very detailed and represents data objects in a way suitable for use in application development.

ee. **Field surety:** A full life cycle approach to verification of the integrity of post classified information-processing equipment.

ff. **Graphical user interface (GUI):** An interactive screen display where the user can move a mouse to point the screen cursor at symbols representing data or instructions to the machine, reducing the need for keyboard typing.

gg. **Hardware assurance:** Hardware assurance is provided through investigatory procedures that review the technology safeguards applied to classified information processing equipment for signs of tampering.

hh. **Information Resource Management Bureau:** For the IRM Bureau section of the FAM, the “IRM” acronym will be used only when referring to the IRM Bureau. When the definition found at paragraph gg of this section is applicable, the words “information resources management” will be spelled out.

ii. **Information resources:** Information and related resources, such as personnel, equipment, funds, and information technology (IT).

jj. **Information resources management:** The process of managing information resources to accomplish the agency missions and to improve agency performance, including improvement through the reduction of information collection burdens on the public. (For the IRM Bureau section of the FAM, this “information resources management” definition applies only when the words are spelled out; the words will always be spelled out when this definition applies. In contrast, when the acronym, “IRM” is used, it will always be reserved for, and only refers to, the IRM Bureau.)

kk. **Information system:** A discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information.

ll. **Information System Security Officer Program (Corporate):** Designed to plan, implement, and coordinate the Department’s information system security program for corporate applications and networks and to provide support for the world-wide information system security officer’s activities.

mm. **Information technology architecture:** An integrated framework for evolving or maintaining existing, and acquiring new, information technology to achieve the Department’s strategic and information resources management goals.

nn. **Information technology (IT):** Any equipment, software and firmware or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information.

oo. **Infrastructure:** (Also reference network infrastructure, telecommunications infrastructure, telecommunications systems.) Hardware, software, and cabling that provides high-speed data and voice services to all users within the Department, connectivity among the Department's domestic locations and access to the Diplomatic Telecommunications Service - Program Office (DTS-PO) international gateway.

pp. **Key management:** Key management is the supervision and control of the process whereby encryption-keying material, to include fortezza-type certificate, is generated, stored, protected, transferred, loaded, used, and destroyed.

qq. **Life-cycle management:** Life-cycle management is the ordered sequential process of planning, applying, and controlling the use of funds, personnel, and physical resources from the inception of a project throughout the operational life of the program. This includes defining user requirements, definition of concept, defining systems specifications, acquisition planning, source selection, system implementation, deployment, operations and maintenance, and deactivation.

rr. **Local area networks (LANs):** A user-owned and operated data transmission facility connecting a number of communicating devices such as computers, terminals, printers and storage devices within a single building or a campus of buildings to provide a capability to share files and other resources among several users.

ss. **Message broker:** A middleware product to support program-to-program communication between existing heterogeneous (i.e., not designed to work together) applications. Message brokers are based on three principles:

(1) Program-to-program connections are more manageable, effective, and durable than database-sharing strategies;

(2) Many applications must exchange data every few seconds, minutes, or hours, rather than waiting for a nightly batch run; and

(3) Connections cost less if arranged on a many-to-many basis, so that messages and the development effort required to fit interfaces into application programs can be reused.

tt. **Messaging:** The electronic transfer of official and unofficial correspondence including telegrams and e-mail.

uu. **Metadata:** Literally, "data about data." Information relating to business processes, data sources, and ownership, helping users to navigate through the data.

wv. **Middleware:** The set of software facilities that resides between a client's application software and the server. Middleware enables the application software to communicate with the server software. Middleware includes remote procedure calls, message queuing, object request brokers, inter-process communications, remote file access, remote database access, message routing services, directory services, conversational services, time service, terminal services, and security services.

ww. **Mission essential infrastructure (MEI):** This infrastructure consists of the Department's core network communication array designed to share data with posts and annexes around the world. This array or backbone includes the networking and telecommunication systems within Main State, Beltsville Communications Center, and all other facilities, annexes and posts which relay or bridge communications directly between two or more facilities. The MEI within the Department serves to support the Department's mission essential business processes which consist of telecommunications (i.e., OpenNet, ClassNet, Voice Systems), mainframe Operations and access controls, and official and unofficial Messaging.

xx. **OpenNet:** OpenNet is a physical and logical Internet Protocol (IP) based global network that links the Department of State's domestic and Local Area Networks (LANs) abroad. The physical aspect of the network uses DTS provided X.25 circuits for posts abroad, FTS-2000 provided X.25 circuits, leased lines and dial-up public switch networks. This includes interconnected hubs, routers, bridges, switches, and cables. The logical aspect of the network uses Network Management System (NMS) and TCP/IP software, and other operational network applications.

OpenNet is a Sensitive But Unclassified (SBU) network, which supports e-mail, Wang Legacy systems, and data applications.

yy. **PBX:** Abbreviation for private branch exchange. A private telephone exchange that provides on-premises dial service and may provide connections to local and trunked communications networks.

zz. **Premise distribution system:** Cabling and associated equipment installed in a facility, including the main distribution frame (MDF), intermediate distribution frames (IDFs), and telecommunications closets (TCs). Protectors and grounding systems are included.

aaa. **Repository:** A specialized type of database containing metadata.

bbb. **Standards:** An established basis of performance used to determine quality and acceptability. As applied to information technology, standards characteristically address the implementation of technical and operating functions, and interfaces between equipment, between software packages, and between equipment and software packages. Standards become rules when an appropriate authority so determines.

ccc. **Strategic plan:** Based on the Department's mission, the "Department of State Information Technology Strategic and Performance Measurement Plan" identifies goals, objectives, and major Federal information processing (FIP) resources activities—including capital planning to be undertaken—to accomplish the Department's information resources needs. Typically, the "Information Technology Strategic and Performance Measurement Plan" will cover a five-year period.

ddd. **Systems assurance:** Ensuring availability, currency, and responsiveness over the system life cycle, it incorporates the disciplines of:

- (1) Change management;
- (2) Quality assurance;
- (3) Configuration management; and
- (4) Disaster recovery and contingency planning.

eee. **Systems integrity:** Systems integrity applies and provides resources and procedures to prevent unauthorized access to Department information and to ensure data integrity.

fff. **Tactical plan:** Based on the "Department of State Information Technology Tactical Plan," and in the context of the management of the Federal information processing resources, identifies the tasks necessary to accomplish individual information resource management activities throughout the Department (typically over a one-to-two-year period).

ggg. **Technology safeguards:** Technology safeguards are the defensive counterintelligence methods and techniques that are applied to equipment to counter potential hostile threats.

hhh. **Wide area network (WAN):** A data transmission facility that connects geographically dispersed sites using long-haul networking facilities.

iii. **Wireless communications:** Radio, cellular telephone, and satellite communications, including Tactical Satellite (TACSAT), and International Maritime Satellite (INMARSAT).

1 FAM 271.5 Information Technology Resource Management Authorities

(TL:ORG-97; 01-26-2001)

a. Annual authorization and appropriation acts, including the Budget Enforcement Act.

b. Government Performance and Results Act of 1993, Pub. L. 103-62.

- c. Paperwork Reduction Act of 1995, Pub. L. 104-13.
- d. Freedom of Information Act, 1974, 5 U.S.C. 552.
- e. Privacy Act of 1974 as amended, 5 U.S.C. 552A.
- f. Information Technology Management Reform Act of 1996 (Pub. L. 104-106), 2/10/96 (also referred to as the Clinger-Cohen Act).
- g. Electronic Freedom of Information Act Amendments of 1996 (Pub. L. 104-231), 10/2/96.
- h. Omnibus Diplomatic Security Act, Section 401 (8) (Pub. L. 99-399).
- i. 44 U.S.C.—Public Printing and Documents.
- j. 31 U.S.C. Chapter 97, Section 9701—Fees and Charges for Government Services and Things of Value.
- k. 22 U.S.C. Chapter 53b, Section 4354—Declassification of State Department Records.
- l. 5 U.S.C. Part 1, Chapter 5, Subchapter II, Section 552—Public Information Agency Rules, Opinions, Orders.
- m. 5 U.S.C. Part 1, Chapter 5, Subchapter II, Section 552a—Records Maintained on Individuals.
- n. 48 CFR Chapter 1 – Federal Acquisition Regulations (FAR).
- o. OMB Bulletin No. 81-16, dated April 21, 1981.
- p. OMB Circular A-109, Major System Acquisition, 4/5/76.
- q. OMB Circular A-130, Management of Federal Information Resources, 2/8/96.
- r. OMB Circular A-11, Preparation and Submission of Budget Estimates.
- s. OMB Circular A-76, Performance of Commercial Activities, 5/23/96.
- t. OMB Memorandum 96-22, Implementation of the Government Performance and Results Act of 1993, 4/11/96.
- u. E.O. 10346, Preparation by Federal Agencies of Civil Defense Emergency Plans, 4/17/52.

- v. E.O. 12472, Assignment of National Security and Emergency Preparedness Telecommunication Functions, 4/3/84.
- w. E.O. 12862, Setting Customer Service Standards, 9/11/93.
- x. E.O. 12958, Classified National Security Information, 4/17/95.
- y. E.O. 13011, Federal Information Technology, 7/13/96.
- z. DOD Directive 4525.6-M, Volume 1, Appendix A.
- aa. National Security Decision Directive 211.
- bb. The Government Printing and Binding Regulations, issued by the Congressional Joint Committee on Printing.
- cc. *Computer Security Act of 1987.*
- dd. National Security Act of 1947.
- ee. National Security Act of 1987.
- ff. PDD 62 Protection Against Unconventional Threats to the Homeland and Americans Overseas.
- gg. *PPD 63 Critical Infrastructure Protection.*
- hh. PDD 67 Enduring Constitutional Government and Continuity of Government Operations.
- ii. E.O. 12656 Assignment of Emergency Preparedness Responsibilities.
- jj. Federal Preparedness Circular 60, Continuity of the Executive Branch of the Federal Government at the Headquarters Level During National Security Emergencies.
- kk. Federal Preparedness Circular 65 Federal Executive Branch Continuity of Operations.
- ll. National Plan for Information Systems Protection.
- mm. Other authorities, as appropriate.

1 FAM 272 DEPUTY CHIEF INFORMATION OFFICER FOR FOREIGN AFFAIRS SYSTEMS INTEGRATION (FASI)

(TL:ORG-97; 01-26-2001)

a. Supports the Chief Information Officer, *in* leading the implementation of improvements *in information technology infrastructure and systems abroad*, consistent with recommendations of the Overseas Presence Advisory Panel (OPAP).

b. Serves as the focal point for formulating and coordinating decisions on policy and implementation of systems and technology integration for all foreign affairs agencies at posts abroad.

c. Develops strategies and policies for the use of a common *inter-agency* operating environment at post abroad.

d. Provides leadership for *applying Internet and Internet-like technology* to support interagency collaboration and communication at posts abroad.

e. Provides executive secretariat support to OPAP's Chief Information Officer-level Information Technology (IT) Subcommittee and other working-level IT Committees. These Committees will be the primary, formal fora for interagency interaction necessary for collaboration on many of the OPAP initiatives.

f. Serves as the Department's Chief Knowledge Officer to provide strategies and infrastructure to promote the application of knowledge management at posts abroad.

g. *Provides strategic direction for management of knowledge assets and programs throughout the Department. Guides and supports knowledge management and engineering initiatives.*

h. *Serves as an advocate for knowledge management and knowledge initiatives. Communicates with customers and information technology professionals about opportunities for enhanced use of corporate knowledge resources.*

i. *Provides liaison and coordination with other Federal agencies, educational institutions and private sector organizations regarding knowledge management initiatives, practices and standards.*

1 FAM 273 DEPUTY CHIEF INFORMATION OFFICER FOR MANAGEMENT AND CUSTOMER SERVICE (IRM/M)

(TL:ORG-97; 01-26-2001)

- a. *Advises the Chief Information Officer and other high-level officials in the Department about administrative, management, resource, and customer service issues pertaining to the IRM Bureau.*
- b. *Coordinates and presents recommendations to the Chief Information Officer about the prioritization and allocation of resources for IRM Bureau programs, services, and activities.*
- c. *Supports the Chief Information Officer (CIO) and other high-level officials in the Department, on customer service matters related to information resources management issues.*
- d. *Provides leadership and management guidance by serving as the primary customer liaison within the Department of State for IRM products and services. Customers include both internal and external organizations.*
- e. *Working in partnership with customers, promotes the development, use, and support of information technology to further foreign diplomacy and policy goals.*

1 FAM 273.1 Executive Office (IRM/M/EX)

(TL:ORG-97; 01-26-2001)

- a. *Directs and manages the delivery of administrative, budget, personnel, employee development, program analysis, and systems services to the IRM Bureau and serves as the Bureau advocate for the efficient and effective use of IRM Bureau resources.*
- b. *Develops the IRM Bureau's program, workforce and organizational development plans.*
- c. *Oversees the management of assets (people, funds, facilities) used by the IRM Bureau; ensures that proper internal controls are exercised and that resources are adequate to meet the IRM Bureau's mission.*
- d. *Provides oversight and guidance for the IRM Bureau's office automation standards and coordinates desktop automation activities.*
- e. *Manages a professional development program, ensuring that IRM Bureau personnel are well prepared to fulfill the responsibilities assigned to them.*

f. *Is the point of contact with the Office of the Inspector General (OIG) and the General Accounting Office (GAO) concerning inspections and audits of the IRM Bureau.*

1 FAM 273.2 Program Analysis Staff (IRM/M/EX/PAS)

(TL:ORG-97; 01-26-2001)

a. Analyzes IRM Bureau programs and resources, in coordination with all offices, and prepares recommendations about resource allocation decisions for the Chief Information Officer and the Deputy Chief Information Officer for Management.

b. Prepares and coordinates the Bureau program plan with all IRM Bureau offices, under guidance issued by the Office of Resources, Plans, and Policy (S/RPP), the Office of Management, Policy and Planning (M/P), and the Bureau of Finance and Management Policy (FMP), and in conformance with the Department-wide "Information Technology Strategic and Performance Management Plan" and the "Information Technology Tactical Plan."

c. Coordinates all IRM Bureau 1 FAM strategic statements.

d. Analyzes and plans the Department's IT workforce requirements to ensure that employees are provided appropriate training and that their skills, knowledge and abilities are developed to meet organizational goals and objectives.

e. Analyzes and evaluates strategic organizational structure and functions to ensure that they support the organizational mission. Facilitates organizational development when required to align structure and functions with mission.

f. Implements performance-based management principles and practices throughout the IRM Bureau, in compliance with applicable laws, regulations, and policies.

g. Prepares the IRM Bureau's multi-year *performance and resource plans for the Office of Management Policy (M/P), the Secretary's Office of Resources, Plans and Policy (S/RPP), and the Bureau of Finance and Management Policy (FMP). The IRM plans are incorporated into Department-wide plans for the Office of Management and Budget (OMB) and Congress.*

h. Drafts and distributes internal IRM Bureau administrative and management procedures, policies, and guidance.

i. Acts as IRM Bureau's point of contact with the Office of the Inspector General and the General Accounting Office, and coordinates official responses to inspection and audit reports and other requests for information.

j. Prepares the annual progress report about improving material weaknesses in the IRM Bureau's management and operations, as identified by the Financial Managers Financial Integrity Act (FMFIA).

k. Evaluates IRM Bureau programs and projects, supported by the Department's Information Resources Management Central Fund, to ensure that they have been implemented efficiently and effectively.

1 FAM 273.3 Financial Management Division (IRM/M/EX/FM)

(TL:ORG-97; 01-26-2001)

a. Formulates, presents, and executes the budget for the IRM Bureau. Monitors, analyzes, and reports spending of IRM funds.

b. Plans, develops, implements, and evaluates financial policy and financial controls for the IRM Bureau.

c. Performs both inter- and intra-bureau liaison and counseling activities in connection with budget functions; performs financial studies and audits, as appropriate.

d. Directs, formulates, and coordinates the financial planning and resource allocation process for IRM Bureau programs.

1 FAM 273.4 Human Resources Management Division (IRM/M/EX/HRM)

(TL:ORG-97; 01-26-2001)

a. Advises and makes recommendations to the executive director concerning all aspects of the IRM Bureau's human resource management policies and programs; develops programs and procedures for implementation; and implements the IRM Bureau's human resource management policies and programs.

b. Makes decisions concerning Civil Service staffing and classification and recommends action to the executive director regarding employee relations cases from entry level through the GS-13 level, through Delegation of Personnel Authority from the Director General of the Foreign Service and the Director of Personnel.

c. Implements operational activities in the human resources areas of recruitment, staffing, classification, employee relations, performance management, employee benefits, and programs.

d. Provides workforce analysis and position management services, worldwide, to IRM Bureau management on the domestic IRM Bureau workforce, and the workforce identified as Information Management Specialist (IMS) and Information Management Technical Specialist (IMTS).

e. Provides workforce development services, worldwide, to the IRM Bureau domestic workforce and the workforce identified as Information Management Specialist (IMS) and Information Management Technical Specialist (IMTS).

f. Evaluates the effectiveness of the IRM Bureau's human resource program, identifies problems, and proposes solutions.

g. Acts as consultant to both management and employees about any issue concerning human resource management, policies, programs, or procedures.

1 FAM 273.5 Administrative Services Division (IRM/M/EX/AS)

(TL:ORG-97; 01-26-2001)

Provides comprehensive administrative support services to all domestic elements of the IRM Bureau. Support services include:

- (1) Domestic and international travel;
- (2) Procurement support and oversight of IRM Bureau contracts;
- (3) Administration of IRM Bureau participation in the Department's IMPAC card program;
- (4) IRM Bureau space planning and management including liaison and coordination with A/OPR/RPM;
- (5) IRM Bureau property management and inventory;
- (6) General services support (e.g., telephones, parking, laborers, locks, subscriptions, repairs and maintenance, etc.);
- (7) Monitoring administrative internal controls;
- (8) Administering Department security programs, and safety and health programs as they relate to the IRM Bureau; and
- (9) Special projects in support of the IRM Bureau mission.

1 FAM 273.6 Systems Division (IRM/M/EX/SYS)

(TL:ORG-97; 01-26-2001)

- a. Coordinates, within IRM Bureau offices, to develop an IRM Bureau Desktop Information Technology (IT) Plan based on Department information resources management, and IRM Bureau goals, missions, plans, authorities, and guidance.
- b. Coordinates IRM Bureau requirements for desktop information technology determined by user requirements.
- c. Coordinates and manages the development and implementation of IRM Bureau standards *regarding* desktop systems and applications, *as well as standards for* LAN acquisition and deployment, *including email*. *Ensures compliance with those standards.*
- d. Plans and manages the upgrading and modification of legacy and standard desktop hardware and software
- e. Manages, as appropriate, IRM Bureau-wide classified and unclassified e-mail systems.
- f. Ensures integration of IRM Bureau-wide LANs.
- g. Identifies, manages, integrates, maintains, enhances, designs, and develops IRM Bureau applications, as appropriate, to meet user requirements.
- h. Manages IRM Bureau compliance with information systems security procedures.
- i. Establishes formal procedures in the IRM Bureau for prioritizing information technology (IT) resources.
- j. Identifies and recommends appropriate training programs for users of the IRM Bureau's IT resources in coordination with IRM/M/EX/HRM and the School of Applied Information Technology in FSI (M/FSI/SAIT).

1 FAM 274 CUSTOMER SERVICE OFFICE (IRM/M/CST)

(TL:ORG-97; 01-26-2001)

- a. *Monitors and reports to the Deputy Chief Information Officer for Management and Customer Service on IRM's compliance with guidelines prescribed in accordance with applicable laws and regulations pertaining to customer service standards.*

b. Oversees IRM liaison and support activities to ensure that all IRM Bureau customer service issues are resolved.

c. Maintains liaison with functional and regional bureaus, the Diplomatic Telecommunications Service Program Office (DTS-PO), other U.S. Government Agencies and foreign governments to ensure appropriate IRM Bureau customer support.

c. Manages technical briefings, seminars, and conferences to encourage for the Department at home and abroad to facilitate the transfer of information related to information technology.

d. Provides oversight for support services including the InfoCenter Service (Help) Desk for the IRM Bureau and the Department.

1 FAM 274.1 Business Center Division (IRM/M/CST/BC)

(TL:ORG-97; 01-26-2001)

a. Fosters best business practices within the IRM Bureau and serves as an agent for change and continued improvement of IRM Bureau products and services.

b. Develops and manages innovative products and services responsive to immediate business information needs of customers.

c. Serves as a focal point for communication with customers about IRM products and services.

d. Assesses and monitors customer satisfaction, identifying opportunities for improved responsiveness.

1 FAM 274.5-1 Business Services Branch (IRM/M/CST/BC/BS)

(TL:ORG-97; 01-26-2001)

a. Promotes and supports IRM Bureau fee-for-service initiatives to allow the IRM Bureau to remain competitive as a service provider by reducing cost and improving the quality and level of service provided. Provides guidance and assists other offices within the IRM Bureau with fee-for-service initiatives within the Department.

b. Manages new IT initiatives, assisting the appropriate office within the IRM Bureau in defining user requirements sufficiently to allow senior management to approve or disapprove initiation of a new project.

c. Provides fee-based web site and application development, web site hosting, and assistance to customers in business process reengineering/improvement/design.

d. *Develops and hosts IRM's and CST's web site on the Department's corporate networks and the Internet.*

e. *Assesses new and emerging technologies for applicability to specific customer requirements.*

f. *Develops small, special-purpose desktop applications to meet immediate needs of customers.*

1 FAM 274.1-2 Outreach Services Branch (IRM/M/CST/BC/OS)

(TL:ORG-97; 01-26-2001)

a. Serves as the marketing function for the promotion of IRM Bureau products and services to the Department and other foreign affairs agencies.

b. Serves as a central repository for the collection and timely dissemination of information regarding IRM Bureau programs and initiatives to all Department employees.

c. Provides information and advocacy regarding the accessibility of IRM technology, information, and programs for Department of State employees and customers, including individuals with disabilities. Serves as interagency liaison with other U.S. foreign affairs agency personnel. Collaborates with the Department's Office of Employee Relations (PER/ER) regarding technology to accommodate employees with disabilities.

d. Establishes a benchmark for customer satisfaction for IRM Bureau products and services; develops measurements for customer satisfaction of IRM Bureau products and services; coordinates customer surveys to identify areas for change; and evaluates results to provide improved IRM Bureau products and services.

e. Serves as the IRM Bureau and Chief Information Officer's vendor liaison. Plans and hosts briefings by vendors and information technology (IT) industry experts concerning topics of interest within the IRM Bureau.

f. Promotes professional interaction among information technology professionals throughout the Department by managing technical briefings, seminars and conference abroad.

g. Provides access to expert technical and business process reengineering consultation service through either internal or contract referral.

1 FAM 274.2 Liaison Division (IRM/M/CST/LD)

(TL:ORG-97; 01-26-2001)

- a. Provides liaison with functional and regional bureaus, the Diplomatic Telecommunications Service – Program Office (DTS-PO), other U.S. Government agencies, and foreign governments, to ensure that all IRM Bureau customer issues are resolved.
- b. Provides assistance to customers with ordering and delivery of IRM Bureau products and services.
- c. Oversees negotiation, coordination, and monitoring of agreements with Department bureaus and foreign affairs agencies about information resources.
- d. Coordinates the preparation of all service-level agreements between the IRM Bureau and its customers, both internal and external.

1 FAM 274.2-1 Overseas Branch (IRM/M/CST/LD/OB)

(TL:ORG-97; 01-26-2001)

- a. Provides liaison with regional bureaus and posts to ensure that all IRM Bureau customer issues are resolved.
- b. Oversees negotiation, coordination, and monitoring of agreements with regional bureaus covering the terms and conditions under which the IRM Bureau will provide information services. Ensures that such agreements are consistent with the Department's information resources management policies, goals, and objectives.
- c. Prepares and coordinates responses from posts abroad pertaining to OIG issues.

1 FAM 274.2-2 Domestic Branch (IRM/M/CST/LD/DB)

(TL:ORG-97; 01-26-2001)

- a. Provides liaison with functional bureaus regarding domestic information technology issues.
- b. Oversees negotiation, coordination, and monitoring of agreements with functional bureaus covering the terms and conditions under which the IRM Bureau will provide information services. Ensures that such agreements are consistent with the Department's information resources management policies, goals, and objectives.

c. Provides liaison with the School of Applied Information Technology (SAIT) and the Bureau of Diplomatic Security (DS) on IRM Bureau projects and issues.

1 FAM 274.2-3 External Affairs Branch (IRM/M/CST/LD/EA)

(TL:ORG-97; 01-26-2001)

a. Provides liaison with DTS-PO, and other foreign affairs agencies, to ensure that all IRM Bureau customer issues are resolved.

b. Oversees negotiation, coordination, and monitoring of agreements with other Department bureaus, and foreign affairs agencies, covering the terms and conditions under which the Department will provide information services to the representatives of such bureaus domestically, as well as other agencies located at diplomatic missions, and consular posts, abroad. Ensures that such agreements are consistent with the Department's foreign affairs and information management policies, goals, and objectives.

c. Consults, coordinates, and negotiates agreements with foreign governments, foreign telecommunications service providers, and international organizations encompassing the full range of the Department's international information resources management requirements, including, as appropriate, reciprocal arrangements.

d. Oversees the Department's representation to the National Communications System (NCS) and NATO's Civil Communications Planning Committee, and ensures that the Department is represented on interagency committees addressing IRM matters as directed by senior management.

e. Provides guidance and support with respect to the negotiation, implementation, monitoring, and further improvement of the U.S. – Russian Federation and Newly Independent States' direct communications link (DCL), the Nuclear Risk Reduction Center (NRRC), the government-to-government communications link (GGCL), and such other initiatives.

1 FAM 274.3 Support Services Division (IRM/M/CST/SPS)

(TL:ORG-97; 01-26-2001)

a. Provides Department employees worldwide with a single point of contact for information or assistance on IRM Bureau products and services and standard commercial off-the-self products.

b. Provides IRM management and other Department Bureaus with reports relating to incident management from the preparation of initial requests for services and records management, to performance monitoring, and final closure.

c. Operates and *manages* a variety of information technology (IT) *hardware*, software, and peripherals for the *Bureau*, Division, and Department customers worldwide.

1 FAM 274.3-1 InfoCenter Branch (IRM/M/CST/SPS/ISD)

(TL:ORG-97; 01-26-2001)

a. Manages the centralized InfoCenter Service (Help) Desk for the IRM Bureau and Department. Provides domestic and Department employees abroad with a single point of contact for information or assistance on IRM Bureau products and services and standard commercial off-the-self products.

b. Provides complete incident recording, tracking, and follow up for all service requests received at the InfoCenter Service Desk from Department employees.

c. Provides first-level support to Department employees, and, when required, transfers service requests to other IRM Bureau service providers and technical support functions for resolution.

d. Manages problem escalation, when necessary.

e. Provides “early warning” and other notifications of core outages and other events, when necessary.

1FAM 274.3-2 Operations Support Branch (IRM/M/CST/SPS/OS)

(TL:ORG-97; 01-26-2001)

a. Provides IRM management and other Department *bureaus* with research and analysis relating to incident management from the preparation of initial requests for services and record management, to performance monitoring, and final closure.

b. Negotiates, develops, and documents service level agreements with functional bureaus and operating level agreements with IRM offices.

c. Measures, analyzes, and reports performance as specified in service and operational level agreements developed for the information technology service management (ITSM) initiative.

d. Monitors IRM newsgroups and conferences on the intranet, and posts solutions from the InfoCenter knowledge-base for issues raised when possible.

e. Solicits and reviews InfoCenter customer satisfaction, interprets feedback, and provides reports with recommendations for quality of service improvements.

f. Participates in the development of documentation to support various IRM products and services for the InfoCenter and customers worldwide, and works with other IRM organizations to develop training materials.

g. Collaborates with other IRM service providers and systems experts on technical evaluations and special projects.

h. Manages the operation of all information technology (IT) systems currently in place in the Division, and ensures adherence to all Department of State, Diplomatic Security, IRM and Division policies. Updates and maintains all hardware, software, peripherals and allied equipment to ensure continued and uninterrupted operational capability.

i. Maintains the IRM incident database ensuring its availability, reliability, and security regardless of hardware or software platform, and maintains links to all Department IT network monitoring platforms to ensure timely awareness of any disruptions in service.

j. Provides access to the above information for Department employees worldwide.

k. Develops, enhances and maintains the suite of IT tools used by the Department for IT staff development, Help Desk, multimedia, web, and on-line technical information.

l. Provides as-needed on-site support for the Under Secretary for Management and the Chief Information Officer regarding general network issues, user access and web and e-mail operations.

m. Maintains property accounting for the Division utilizing the current accounting system.

n. Develops, documents, and maintains standard operating procedures for performing customer support functions within the Division and between the Division and customer offices worldwide.

1 FAM 275 DEPUTY CHIEF INFORMATION OFFICER FOR ARCHITECTURE, PLANNING, AND REGULATIONS (IRM/APR)

(TL:ORG-97; 01-26-2001)

a. Supports the Chief Information Officer (CIO) and other senior Bureau and office managers, to meet Department-wide information resources management business requirements, and customer needs, of the Department and Foreign Service posts.

b. Complies with the Department-wide information resources management strategic, tactical, and capital planning processes, by fulfilling the following responsibilities:

(1) Developing, maintaining, and promulgating architectures and standards for information technology;

(2) Developing Department-wide information resources management plans and processes for managing, analyzing, and evaluating the results of all major information technology investments and activities; and

(3) Developing and maintaining 5 FAM and other Department-wide information resources management regulations.

c. Serves on interagency committees, as directed by senior management.

1 FAM 275.1 Office of Information Architecture and Planning (IRM/APR/IAP)

(TL:ORG-97; 01-26-2001)

a. Manages the activities of the IRM/APR's Architecture and Engineering Division, and Planning Division, to ensure that IT architectures and plans produced by IRM/APR/IAP are fully, effectively, and successfully integrated.

b. Acts as the Department of State's senior authority on IT architecture, engineering, and planning issues. Ensures that the Department's IRM architecture, engineering, and planning initiatives are conducted in accordance with government requirements and industry's best practices.

c. Leads efforts to coordinate IT architecture and planning activities that take place in bureaus throughout the Department, to ensure these decentralized activities conform with, and are supportive of, the Department-wide IT architectures and plans.

1 FAM 275.1-1 Architecture and Engineering Division (IRM/APR/IAP/AE)

(TL:ORG-97; 01-26-2001)

a. Develops and maintains the Department's information technology architecture, including baselines, transitions, and targets.

b. Develops and maintains principles, processes, standards, and product standardization for all elements of the information technology architecture.

c. For the IRM Bureau, and other bureaus and offices throughout the Department:

(1) Reviews information technology plans and programs, including applications, data, networks and platforms, for conformance with Department information technology architectures;

(2) Supports business process reengineering initiatives;

(3) Investigates the implications of emerging technologies for supporting business requirements and analyzes the possible effects of such technologies on business requirements and information technology architectures; and

(4) Assists in ensuring engineering compatibility of specific applications, data, networks, and platforms, with information technology architectures.

1 FAM 275.1-2 Planning Division (IRM/APR/IAP/PL)

(TL:ORG-97; 01-26-2001)

a. Develops and maintains the "Department of State Information Technology Strategic and Performance Management Plan."

b. Develops and maintains the "Department of State Information Technology Tactical Plan."

c. Analyzes and proposes, for senior management review, the Department's workforce requirements that derive from the Department-wide information resources management tactical and related plans. Ensures that the Department's planning horizons reflect consideration of critical emerging information and related technologies by identifying, understanding, and adapting best practices from private or public organizations to incorporate into strategic planning.

d. Makes recommendations about the prioritization and allocation of resources among Department-wide information resources management programs, services, and activities.

e. Develops and maintains costs reflecting Department-wide information resources management programs, services, and activities.

f. Analyzes Department-wide information technology programs, services, and activities to determine priorities, critical paths, risks, interdependencies, voids, and duplications. Through these tactical planning analyses, ensures these factors are taken fully into account in the "Department of State Information Technology Strategic and Performance Measurement Plan" and the "Department of State Management Information Technology Tactical Plan," including capital investment plans. Also ensures that due note is taken of other information technology activities that could impact on Department-wide information resources management programs.

g. Supports Departmental elements to prepare Department-wide information resources management project documentation for use in the Department's Capital Planning process, for consideration, as appropriate, by the Department-wide information resources management program boards, and, as necessary, for financial management and other purposes. Maintains a repository of such documentation.

h. Provides administrative and procedural support to the Capital Planning process, and to the IT Program Board and the IT Technical Review Board, as appropriate.

i. Supports the CIO and FMP in preparing Department-wide information resources management budget proposals, documentation, and presentations, and in helping the Department meet the requirements of A-11, A-130, GPRA, Clinger-Cohen, Paperwork Reduction Act, FASA, E.O. 13011, and other acts related to Department-wide information resources management activities.

1 FAM 275.2 Office of Information Resources Management Policy and Regulations (IRM/APR/RG)

(TL:ORG-97; 01-26-2001)

a. Serves as the primary point of contact for ensuring that the 5 FAM is accurate, complete, and timely. Facilitates the development and manages the articulation of cross-cutting Department policies, regulations, and procedures concerning Department-wide information resources management in 5 FAM. Provides coordination for publication of 5 FAM subjects, ensuring that all relevant stakeholders are included in the clearance process.

b. Serves as the focal point for the Department as a repository of information for all Department-wide information resources management-related statutes, executive orders, legal mandates, regulations, guidelines, etc.

c. Reviews proposed new Federal information resources management statutes and regulations, and provides comment and interpretation, as appropriate, to IRM Bureau managers and other information resources managers throughout the Department. Ensures dissemination and communication of these materials throughout the IRM Bureau and the Department.

d. Serves on interagency committees, as directed, by senior management.

1 FAM 276 DEPUTY CHIEF INFORMATION OFFICER FOR OPERATIONS (IRM/OPS)

(TL:ORG-80; 05-26-1999)

a. Provides overall liaison, interface, and outreach functions within the Department to provide information resources management operations that best support the Department's mission and functions.

b. Provides direction and policy guidance on substantive operational activities in the IRM Bureau to ensure that the Department and other foreign affairs agencies receive the full range of worldwide rapid, reliable, responsive, secure, classified, and unclassified voice and data information management operating systems, networks, programs, and support services in a cost-effective, customer service oriented manner. Ensures that people with disabilities have access to information technology.

c. Provides enterprise-wide business systems, system integration, mainframes, and client/server operations, consistent with the principles embodied in the Information Technology Management Reform Act of 1996 (Clinger-Cohen Act).

d. Implements U.S. Government information management directives. Directs the providing of the IRM Bureau's operational products and support services to the Department and to other foreign affairs agencies as information resource management operating programs are implemented under Department inter-bureau and U.S. Government interagency agreements, as appropriate.

e. Provides leadership and technical experts for the U.S. – Russian Federation and Newly Independent States Direct Communications Link (DCL), the Nuclear Risk Reduction Center (NRRC), and the Government-to-Government Communications Link (GGCL), and such other similar systems, as may be established.

f. Provides technical guidance, consistent with the “Department of State Information Technology Strategic and Performance Measurement Plan” and the “Department of State Information Technology Tactical Plan,” to bureaus and offices so that they can implement appropriate information technology operations.

g. Accounts for the management and overall security of the classified and unclassified mainframe systems.

h. Oversees the Defense Liaison Office reporting to the IRM Bureau.

1 FAM 277 ENTERPRISE NETWORK MANAGEMENT OFFICE (IRM/OPS/ENM)

(TL:ORG-88; 06-30-2000)

In conjunction with other IRM offices and DTS/PO, the ENM directorate is responsible for the management and oversight of the design, operations, and lifecycle management of the Department’s worldwide networks. The office is comprised of four divisions and one staff office.

1 FAM 277.1 Network Engineering and Design Division (IRM/OPS/ENM/NED)

(TL:ORG-88; 06-30-2000)

a. Provides technical guidance and support for the design, development and engineering of the Department’s enterprise network.

b. Validates applications to run on the Department’s network, as appropriate.

c. Performs capacity planning, and ensures optimum performance of the Department’s networks.

d. Supports the IRM Customer Center in consolidating wide area network requirements.

e. Oversees the development, implementation, and maintenance of the Integrated Enterprise Management System (IEMS) which includes proactive network monitoring, problem resolution, escalation, troubleshooting, and trouble-ticketing.

1 FAM 277.2 Operations Division (IRM/OPS/ENM/OPS)

(TL:ORG-88; 06-30-2000)

a. Oversees and provides 24-hour management and administrative support for the Department’s networks.

b. Ensures the reliable operations and performance of classified/unclassified internet-working systems and network services.

c. Provides operational, administrative, and management support for the worldwide internet protocol (IP) network through the Systems Management Operations Center (SMOC) and the Network Management Operations Center (NMOC).

d. Provides technical support and coordination for detecting and correcting IT security vulnerabilities.

1 FAM277.3 Enterprise Configuration Control Division (IRM/OPS/ENM/ECC)

(TL:ORG-88; 06-30-2000)

a. Provides oversight and management responsibility for developing and maintaining technical baselines for the network infrastructure.

b. Provides technical assistance in the form of testing, evaluating, and reviewing the enterprise network equipment, systems, services and technical support for the Department's Configuration Control Board (CCB).

c. Establishes and maintains a network configuration management plan (CMP) to monitor, track and approve engineering changes, upgrades, modifications, procedures, precepts, and criteria. Maintains an accurate database of hardware, firmware, software, and documentation for the Department's networking assets.

d. Conducts integration testing and evaluation for new or modified hardware or software for the enterprise network; coordinates software distribution, new releases, updates, fixes, and version controls.

1 FAM 277.4 Networks Lifecycle Management Division (IRM/OPS/ENM/NLM)

(TL:ORG-88; 06-30-2000)

a. Provides asset management services (i.e., lifecycle replacement schedules) for Department networks.

b. In conjunction with IRM's Customer Service Center, establishes and administers operational level agreements (OLAs) with IRM offices, DTS-PO, and other offices for network monitoring, proactive preventive maintenance, performance measurements, security, and change notification.

c. Provides acquisition (COR and COTR) and procurement support for products, labor, and services required for ENM's network management, operations, and maintenance responsibilities.

1 FAM 277.5 Information Technology Infrastructure (IRM/OPS/ITI)

(TL:ORG-80; 05-26-1999)

a. Advises the Deputy Chief Information Officer for Information Resource Management Operations, and other high-level officials in the Department, regarding infrastructure issues.

b. Directs and manages the development, maintenance, and operations of the Department's telephone, and wireless communications. Provides for systems integrity, and technology safeguards in conformance with established Bureau of Diplomatic Security standards and policies.

c. Implements policies, standards, and procedures in conformance with established Department of State architecture standards and policies to ensure effective and efficient infrastructure.

d. Evaluates the utilization of new technology as it applies to the Department's infrastructure.

1 FAM 277.6 Liaison Office/FBO (IRM/OPS/ITI/LO/FBO)

(TL:ORG-88; 06-30-2000)

a. Provides FBO with IRM's IT requirements for space, environmental systems, cabling, and information security systems at new office buildings, (NOBs), interim office buildings (IOBs), and temporary office buildings (TOBs) at posts abroad.

b. Continuously reviews architectural, mechanical, and electrical drawings for NOBs to ensure that IT facilities and environmental systems are adequate to accommodate IRM's information, communications systems, and personnel.

c. Tracks the progress of all NOB, IOB, and TOB projects and coordinates all of IRM's technical plans for acquisitions, and installations and informs the appropriate program office of all project changes, schedule delays, and engineering changes.

1 FAM 277.7 Program Management Analysis Staff (IRM/OPS/ITI/PMA)

(TL:ORG-88; 06-30-2000)

a. Manages the Department's information technology approved programs by utilizing industry-standard project management methodologies. A trained core staff on program management effectively executes and implements domestic and IT programs abroad.

b. Manages either an entire program's life cycle or specific program life-cycle segments. When managing the global program life-cycle process, PMA conducts a complete study program review, acquisition strategy review and executes the actual program operations that include survey, design, build, deliver, install and transition to operations, maintenance, and customer service.

c. When managing only specific segments of a program's life-cycle, PMA coordinates and interfaces with multiple Department organizational elements to ensure that the program management methodologies are applied effectively.

d. Establishes or ensures that industry-standard program management methodologies are being effectively executed for all IRM information technology programs conducted outside of the PMA office. Provides guidance and direction to all other IRM elements for adhering to the concepts of program management: project scope planning, project time activities, financial accounting, project quality assurance and tracking, project resource requirements determination, project risk management, and procurement strategies.

e. Provides management oversight, directs, and implements major IRM information technology programs/projects (domestically and *abroad*) and advises Deputy CIO for Operations, as required.

f. Establishes a technical operations function for baseline configuration, site specific requirements, system design and provides technical coordination with all customers.

g. Establishes a deployment function for coordinating installation schedules, logistical deployment of material and personnel to customer sites, site preparation, install team preparation, and customer training.

h. Establishes a quality control function to define and execute system performance measures, contract performance, configuration management and baselines, and ensure process documentation standards are developed during the program's life and adhered to.

i. Establishes a program management function to ensure life-cycle phases of a program are documented and coordinated in the following areas: requirements definition, cost analysis, planning, financial management, reporting, automated management information system, and customer web site development.

1 FM 277.8 LAN and WAN Service Division (IRM/OPS/ITI/LWS)

(TL:ORG-80; 05-26-1999)

a. Advises the Director for Information Technology Infrastructure on all matters concerning the installation and maintenance of local and wide area network (LAN/WAN) infrastructure.

b. Administers policy, standards and procedures in conformance with established Department architecture, and regarding the maintenance and installation of LAN/WAN infrastructure.

c. Maintains the Department's LAN/WAN infrastructure and associated supporting technologies.

d. Provides LAN/WAN infrastructure security in conformance with Department security standards.

e. Develops acquisition plans for new requirements, serves as Contracting Officer Representative, and performs contract administration for all existing contracts for labor, equipment, maintenance, and spare parts in support of LAN/WAN services.

1 FAM 277.8-1 Installation Branch (IRM/OPS/ITI/LWS/ITL)

(TL:ORG-80; 05-26-1999)

a. Implements policy standards, and procedures regarding the installation of LAN/WAN infrastructure.

b. Plans, designs, installs, and documents installation of LAN/WAN infrastructure and related technologies.

1 FAM 277.8-2 Maintenance Branch (IRM/OPS/ITI/LWS/MNT)

(TL:ORG-97; 01-26-2001)

- a. Implements policies, standards, and procedures regarding the maintenance of LAN/WAN infrastructure.
- b. Offers on-site and depot maintenance services for Department-wide LAN/WAN infrastructure.
- c. Provides 7x24-hours Automated Data Processing Equipment Management (ADPEM) services for automated data processing and office automation equipment, on a fee for service basis.
 - (1) Provides services for installation, preventative maintenance, emergency maintenance and on site software management to the domestic customers.
 - (2) Provides mail-in repair and return service for the overseas community. Will provide exchange service for warranty equipment and best effort on all other systems and equipment.
- d. Provides 7x24-hours operations and maintenance services for the Secure Voice Center.

1 FAM 277.9 Systems Integrity Division (IRM/OPS/ITI/SI)

(TL:ORG-80; 06-30-2000)

- a. Advises the Director of Information Technology Infrastructure on all key management infrastructure (KMI) matters to include, but not limited to, cryptography, information assurance and systems integrity.
- b. Administers KMI policy, standards, and procedures regarding cryptography, information assurance and systems integrity in conformance with national and Department policy and regulations.
- c. Provides comment(s) concerning the development of related rational policy.

1 FAM 277.9-1 Anti-Virus (AV) Team (IRM/OPS/ITI/SI/AV)

(TL:ORG-88; 06-30-2000)

- a. Implements anti-virus policies, standards and procedures in conformance with established DOS architecture to ensure effective and efficient operations.

b. Protects critical automated information systems (AIS) against the threat of virus infection to ensure that computer and communications resources, including the data they store, are available and free of malicious code virus infection.

c. Manages a Virus Incident Response Team (VIRT) capable of responding to virus alerts Department-wide.

d. Provides an 8 hour, 5 day help desk in support of anti-virus software products.

e. Maintains an anti-virus intranet web site where the user community may obtain the latest versions of anti-virus software, virus signature files, virus alert information and policy guidance 24 hours a day, 7 days a week. This information is accessible via the OpenNet.

f. Develops policy that mandates the reporting of virus discoveries to this office.

1 FAM 277.9-2 Cryptographic Services Branch (IRM/OPS/ITI/SI/CSB)

(TL:ORG-88; 06-30-2000)

a. Advises all Department bureaus of encryption devices and technology necessary for compliance with national and Department information assurance (IA) practices.

b. Implements key management infrastructure (KMI) policies, standards and procedures as they apply to Type I, II, III encryption devices to include symmetrical and asymmetrical algorithms.

c. Manages the Department's communications security (COMSEC) programs (i.e., COMSEC material control system (CMCS) and central office of record (COR) to meet national cryptographic management and audit policy requirements.

d. Manages the Department's Cryptographic Clearance (Access) office and procedures and associated services to include maintenance of 5 FAH-6 (Communications Security Handbook).

e. Manages the Department's secure voice program and the Department's Public Key Infrastructure (PKI) Program Office.

1 FAM 277.9-3 Information Integrity Branch (IRM/OPS/ITI/SI/IIB)

(TL:ORG-88; 06-30-2000)

- a. Implements policies, standards, and procedures regarding information systems security in conformance with Department regulations.
- b. Manages the Department's mainframe security program to include access control facility 2 (ACF2).
- c. Audits annually the mainframe logical partitions.
- d. Coordinates with intra-agency and inter-agency staff on computer security issues

1 FAM 277.9-4 Corporate Information Systems Security Officer (CISSO) Program (IRM/OPS/ITI/SI/ISSO)

(TL:ORG-88; 06-30-2000)

- a. Provides oversight of the Department's information technology (IT) accreditation process.
- b. Coordinates information assurance (IA) activities conducted by IRM, regional and functional bureaus.
- c. Ensures implementation of Department policies, standards and procedures regarding information systems security as they apply to the corporate infrastructure.

1 FAM 277.10 Telecommunications, Wireless and Data Services Division (IRM/OPS/ITI/TWD)

(TL:ORG-80; 05-26-1999)

- a. Advises the Director of Information Technology Infrastructure regarding all matters concerning voice, video-conferencing, voice/data, wireless services, and telecommunications infrastructure.
- b. Develops and administers policy, standards, and procedures in conformance with established Department architecture regarding voice, video-conferencing, voice/data, wireless services, and telecommunications infrastructure.
- c. Maintains the Department's voice, video-conferencing, voice/data, wireless services, and telecommunication services infrastructure, and associated support telecommunications systems.

d. Provides voice, video-conferencing, voice/data, wireless, data, and telecommunications services support to the Office of the Secretary for special infrastructure requirements.

e. Program manager for the Department's Enterprise Network Program (Enet) which is modernizing State's data networking in the metropolitan area. Program management includes responsibility for the design, development, operation and network management of premise networks (LANs), and for the metropolitan area network interconnecting the main state Department building and the annexes (MAN).

1 FAM 277.10-1 Business Operations Management Branch (IRM/OPS/ITI/TWD/BOM)

(TL:ORG-80; 05-26-1999)

a. Develops and implements policies, standards, and procedures regarding domestic telecommunications service to include call accounting, private branch exchanges (PBXs), domestic circuit acquisitions, and charge-back programs.

b. Administers acquisition of telecommunications service to include PBXs, domestic circuits, and premise distribution systems.

c. Manages programs that provide for detailed call accounting information to include long distance calling activity.

1 FAM 277.10-2 Domestic Telephone and Data Services Branch (IRM/OPS/ITI/TWD/DTD)

(TL:ORG-80; 05-26-1999)

a. Develops and implements policies, standards, and procedures regarding domestic circuits, PBX operations, enterprise network (E-NET) operations, and telecommunications infrastructure.

b. Plans, installs, and maintains the Department's domestic circuits, PBXs, telecommunications infrastructure, and associated supporting telecommunications systems.

1 FAM 277.10-3 Foreign Posts Telephone Branch (IRM/OPS/ITI/TWD/FPT)

(TL:ORG-80; 05-26-1999)

a. Implements policies, standards, and procedures regarding the maintenance and operations of PBX telecommunications systems at all foreign posts.

b. Plans, installs, and maintains PBX systems at foreign posts.

1 FAM 277.10-4 Wireless Services Branch (IRM/OPS/ITI/TWD/WLS)

(TL:ORG-88; 06-30-2000)

- a. Implements policies, standards, and procedures regarding the maintenance and installation of wireless and radio systems to include portable satellite terminals.
- b. Plans, installs, and maintains wireless and radio systems.
- c. Provides emergency communications systems to posts in crisis situations and communications support for special operations.
- d. Manages the Department's satellite communications contingency program.
- e. Provides support to the Coordinator for Counter-terrorism (S/CT) in the deployment, operations, and maintenance of the Foreign Emergency Support Team's (FEST) deployment packages for exercises and missions abroad.

1 FAM 277.11 Technical Security and Safeguards Division (IRM/OPS/ITI/TSS)

(TL:ORG-80; 05-26-1999)

- a. Advises the Director of Information Technology Infrastructure about all matters concerning hardware assurance and field surety program operations.
- b. Administers policy, standards, and procedures regarding hardware assurance and field surety programs in conformance with Department regulations.

1 FAM 277.11-1 Hardware Assurance Team (IRM/OPS/ITI/TSS/HAT)

(TL:ORG-80; 05-26-1999)

- a. Implements policies, standards, and procedures regarding hardware assurance in conformance with Department regulations.
- b. Investigates new hardware assurance technologies.
- c. Performs assurance procedures on newly acquired equipment.

1 FAM 277.11-2 Field Surety Team (IRM/OPS/ITI/TSS/FST)

(TL:ORG-80; 05-26-1999)

- a. Implements policies, standards, and procedures regarding field surety programs in conformance with Department regulations.
- b. Performs technical counterintelligence processes for foreign posts.
- c. Provides hardware safeguard services for foreign posts.

1 FAM 277.11-3 Systems Safeguards Team (IRM/OPS/ITI/TSS/SST)

(TL:ORG-80; 05-26-1999)

- a. Implements policies, standards, and procedures regarding hardware issues for the deployment and use of analog and digital non-secure telephone systems in conformance with National and Departmental regulations.
- b. Implements policies, standards, and procedures regarding the hardware integrity of cryptographic systems and their peripherals.
- c. Performs assurance procedures, certification, and/or validation of the Department's systems.

1 FAM 277.12 Messaging Systems Office (IRM/OPS/MSO)

(TL:ORG-80; 05-26-1999)

- a. Advises the Deputy Chief Information Officer for Information Resources Management Operations and other high-level officials about messaging.
- b. Has full responsibility for the development, implementation, and operation of all Department-wide messaging.
- c. Manages the integration of emerging technologies with existing and Planned messaging programs.
- d. Ensures messaging services are accessible to all offices of the Department and to other agencies.
- e. Provides technical experts for the U.S.—Russian Federation and Newly Independent States' direct communications link (DCL), the Nuclear Risk Reduction Center (NRRC), the government-to-government communications link (GGCL) and foreign affairs link (FAL), and other such initiatives.

1 FAM 277.13 Management Analysis Staff (IRM/OPS/MSO/MAS)

(TL:ORG-80; 05-26-1999)

- a. Advises the director regarding all resource issues affecting the management and administration of the messaging systems office, coordinates resource requirements among all program elements within an office, and prepares and recommends resource proposals for submission to IRM/M/EX.
- b. Manages the messaging systems office professional development program ensuring that its employees are appropriately trained for their responsibilities.
- c. Manages, coordinates, and performs building and environmental maintenance in conjunction with IRM/M/EX and IRM/OPR offices.
- d. Acts as the messaging systems office's contracting officer representative for its mission-critical contracts.
- e. Coordinates program resources and is liaison to IRM/M/EX for all office administrative and management issues such as budget, planning, staffing, training, equipment, space, desktop systems, inventory, procurement, etc.
- f. Prepares/monitors office performance measures and tracks the accomplishment of goals and objectives keeps office director informed of progress toward achievement of the program's mission.

1 FAM 277.14 Messaging Systems Products Division (IRM/OPS/MSO/MSP)

(TL:ORG-80; 05-26-1999)

- a. Oversees the Department's new messaging programs and identifies enhancements for existing systems, providing project management and quality assurance expertise.
- b. Explores new messaging technologies of potential value to the Department, in conjunction with IRM/APR, and departmental foreign affairs messaging consolidation initiatives.
- c. Formulates, coordinates, and recommends messaging policies concerning new messaging technologies, for Internet initiatives and their applications to existing and planned systems, in coordination with the other IRM Bureau directorates.

d. Provides central management and operational support for electronic mail and the combined bureau processing centers (CBPCs) core messaging applications.

1 FAM 277.14-1 Design and Build Branch (IRM/OPS/MSO/MSP/DB)

(TL:ORG-80; 05-26-1999)

- a. Participates in the finalization of messaging system requirements.
- b. Develops, presents design concepts, and participates in the selection process.
- c. Builds prototype systems for customer and provides security and operational reviews.
- d. Finalizes prototype and builds beta systems.

1 FAM 277.14-2 Operational Program Branch (IRM/OPS/MSO/MSP/OP)

(TL:ORG-80; 05-26-1999)

- a. Manages and directs programs supporting worldwide classified and unclassified messaging systems, as appropriate.
- b. Provides expert guidance for formulation of tactical plans, policy, goals, and objectives for messaging systems.
- c. Plans, implements, budgets, contracts, procures, and arranges training for full systems deployment following operational acceptance of new messaging systems.
- d. Provides application support, including guidance, troubleshooting and program resolution, concerning matters pertaining to support messaging systems, in cooperation with the Customer Service Center (IRM/CST).
- e. Evaluates program operations and develops proposals for deactivation or modernization of messaging systems.

1 FAM 277.14-3 Product Assurance Branch (IRM/OPS/MSO/MSP/PA)

(TL:ORG-80; 05-26-1999)

- a. Develops configuration methods, procedures and standards in support of the development and implementation of messaging systems products.

- b. Ensures quality and consistency of software and documentation.
- c. Conducts internal configuration control board meetings, document reviews, and platform audits to define product content, predict user comprehension and ensure delivery of product.
- d. Ensures compliance with established validation and verification procedures.
- e. Manages the SA-34 computer network in support of development, test and operation activities. Responsibilities include providing user support and conducting software and hardware inventory.

**1 FAM 277.14-4 Project Management Branch
(IRM/OPS/MSO/MSP/PM)**

(TL:ORG-80; 05-26-1999)

- a. Is the responsible authority for defining and coordinating life cycle activities for Department-wide messaging projects, from validation of user requirements through operational and customer acceptance.
- b. Organizes, plans, and aligns measurable project objectives in accordance with established project management methodologies.

**1 FAM 277.14-5 Test and Deploy Branch
(IRM/OPS/MSO/MSP/TD)**

(TL:ORG-80; 05-26-1999)

- a. Is responsible for the testing, acceptance, and deployment of messaging projects and system enhancements.
- b. Prepares messaging systems for installation at beta sites, including the installation, operational training and final system validation.
- c. Performs user product acceptance review and reports on product readiness for production deployment.

1 FAM 277.15 Special Messaging Operations Division (IRM/OPS/MSO/SMO)

(TL:ORG-80; 05-26-1999)

a. Manages and operates the INR Communications Center, the Department's Special Communications System, and the Nuclear Risk Reduction Center (NRRC). Maintains technical and operational liaison with the Department's Staff Secretariat Operations (S/S-O), INR, White House Communications Agency (WHCA), CIA, NSA, and other agencies, bureaus and offices to coordinate routine and emergency messaging.

b. Provides daily operational and technical support to the Staff Secretariat's Operations Center (S/S-O) for specialized communications and requirements.

c. Operates and maintains the Department's Special Communications System, the Intelligence and Research (INR) Bureau's special intelligence communications center, the Nuclear Risk Reduction Center (NRRC) communications facility, and related bilateral government-to-government communications links (GGCL).

d. Provides technical counsel to the Department's head of delegation-U.S. technical experts on bilateral negotiations with foreign governments' communications requirements in support of nuclear reduction and direct communications links (DCL). Provides technical assistance and negotiates with host country for foreign affairs link (FAL).

1 FAM 277.15-1 INR Messaging Center Branch (IRM/OPS/MSO/SMO/INR)

(TL:ORG-80; 05-26-1999)

a. Manages and operates the INR Communications Center, 7x24-hours with its primary responsibility being the receipt and transmission of CRITIC and SCI record traffic.

b. Serves as liaison for special intelligence community operations and maintenance.

c. Operates and maintains the secure video conference facility for the Department principals.

d. Performs other critical sensitive classified communications activities.

1 FAM 277.15-2 NRRC Messaging Center Branch (IRM/OPS/MSO/SMO/NRRC)

(TL:ORG-80; 05-26-1999)

- a. Manages and operates the Nuclear Risk Reduction Center (NRRC), 7x24-hours.
- b. Maintains liaison and conducts communications facility and related bilateral technical negotiations with foreign counterparts to maintain government-to-government communications links (GGCL), continuous communications link (CCL).
- c. Serves as technical expert representative for the Nuclear Risk Reduction Center Communications, on various interagency working groups (IWG), Configuration Control Board (CCB), and Standing Subcommittee on Upgrade (SSU).
- d. Performs other critical sensitive classified communications activities.

1 FAM 277.15-3 Special Communications Branch (IRM/OPS/MSO/SMO/SC)

(TL:ORG-80; 05-26-1999)

- a. Provides the Secretary of State and the traveling party with accurate, reliable and secure communications support during their worldwide travel.
- b. Installs, operates, and troubleshoots an array of secure data, voice, and facsimile communication terminal equipment and transmission links for the Secretary of State and the traveling party between the site location and the Department of State.
- c. Installs, programs, and troubleshoots the unclassified transportable telephone system (TTS). This includes installation of a mini-controller, cross-connects, and placement of 30-35 single line instruments in the hotel rooms used by the Secretary of State and the traveling party.
- d. Installs, programs, and troubleshoots the DES protective radio package (PRP) utilized by the Diplomatic Security Protective Detail. It includes installation of multiple base stations, repeaters, and duplexers for the protection of the Secretary of State and the traveling party.
- e. Provides TDY communications personnel support upon request from the regional information management centers and/or the geographic bureaus. This is accomplished by utilizing a roster of WAE (when actually employed) employees.

1 FAM 277.16 E-Mail Division (IRM/OPS/MSO/EML)

(TL:ORG-80; 05-26-1999)

- a. Provides program management and direction for classified and unclassified electronic messaging (e-mail) processing systems, internet, DOSNet, Network Control Center (NCC) and Combined Bureau Processing Center (CBPC) operations.
- b. Serves as one of the Department's senior designated representatives at interagency working group meetings on e-mail, firewalls, electronic directories, and associated technologies.
- c. Coordinates, reviews, and monitors operational life cycle of E-mail, Internet, SIPRNET, DOSNet, NCC and CBPC activities, and recommends enhancements.
- d. Provides information systems security support for the department's global classified, unclassified, and SBU e-mail systems and networks.
- e. Provides management oversight and direction to on site Microsoft Corporation support to the Department.

1 FAM 277.16-1 Network Control Center Branch (IRM/OPS/MSO/EML/NCC)

(TL:ORG-97; 01-26-2001)

- a. Manages and operates the Department's 7x24-hours Sensitive But Unclassified (SBU) and unclassified enterprise e-mail network central infrastructures, a worldwide interconnection of local LAN-based systems that connect the Department to all U.S. embassies, consulates and missions abroad.
- b. Manages and operates the Department's 7x24-hours unclassified internet support services.
- c. Manages and operates the Department's 7x24-hours Sensitive But Unclassified (SBU) remote access system platforms and firewall systems platforms.
- d. Manages and operates information systems security infrastructure including DES, and Type 1 encryption.

1 FAM 277.16-2 Combined Bureau Processing Center Branch (IRM/OPS/MSO/EML/CBPC)

(TL:ORG-97; 01-26-2001)

- a. Manages and operates the 7x24-hours Banyan based Foreign Affairs Information Systems (FAIS) and X.400 Exchange (CLASSNET) global classified e-mail systems and domestic telegraphic electronic distribution systems (CABLEXPRESS)
- b. Manages and operates the 7x24-hours electronic telegram release system for classified and unclassified communications (CLOUT).
- c. Manages and operates the Department's 7x24-hours classified central site e-mail messaging system platforms.
- d. Manages and operates information systems security infrastructure for classified e-mail and telegraphic delivery systems with Type 1 encryption devices.
- e. Manages and operates the Department's 7x24-hours classified SIPRNet support services.

1 FAM 277.17 Main State Messaging Center Division (IRM/OPS/MSO/MSMC)

(TL:ORG-97; 01-26-2001)

- a. Manages and operates the Main State messaging center (MSMC), Bureau level communications automated reproduction and dissemination (CARDS) systems, and the remote messaging center in State Annex 44. Maintains technical and operational liaison with the Department's Secretariat Staff Operations (S/S-O), INR, and other bureaus, offices and agencies to coordinate ongoing and emergency messaging.
- b. Responsible for 7x24-hours telegraphic processing, message analysis and distribution, traffic research, and network management for Department enterprise messaging systems.
- c. Serves as the primary technical and operational liaison between IRM and the White House Communications agency, the Secretariat Staff Operations Center (S/S-O), the Bureau of Diplomatic Security (DS), and other government entities for routine emergency messaging and telecommunications operational support.
- d. Provides operational life cycle management for the Department's Main State messaging center and satellite bureau message centers supporting core-messaging applications in accordance with prevailing Federal statutes, regulations, and applicable legislation.

1 FAM 277.17-1 Messaging Center Office Branch (IRM/MSO/MSMC/MCO)

(TL:ORG-80; 05-26-1999)

- a. Maintains 7x24-hours messaging liaison with bureaus, S/S-O, posts and other Federal agencies.
- b. Performs high level coordination of critical, sensitive telegraphic support functions with the Secretariat Staff (S/S), White House, Pentagon and other offices, bureaus and Federal agencies.
- c. Provides telecommunications guidance to MSMC shift chiefs and communications personnel at posts.
- d. Serves on telecommunication procedural, development, and operations planning groups within the IRM Bureau.
- e. Manages the worldwide telegraphic collective address and CRITIC test programs.

1 FAM 277.17-2 Communications Systems Branch (IRM/OPS/MSO/MSMC/CSB)

(TL:ORG-80; 05-26-1999)

- a. Operates mainframe and ancillary message processing systems, 7x24-hours.
- b. Performs telecommunications technical and network control, trouble analysis, and circuit management functions.
- c. Performs trouble analysis and circuit management functions to maintain cryptographic operations.

1 FAM 277.17-3 Communications Information Systems Branch (IRM/OPS/MSO/MSMC/CIB)

(TL:ORG-80; 05-26-1999)

- a. Performs message handling, processing, and analysis, and distribution functions, 7x24-hours.
- b. Operates the MSMC Help Desk.
- c. Manages the Department of State publications (DOS PUB) telegraphic routing indicator program.

d. Operates ATS-III terminal and peripheral equipment to retrieve, correct, reenter, and research telegraphic messages and continuity journals.

1 FAM 277.17-4 Automated Reproduction and Collating Systems Branch (IRM/OPS/MSO/MSMC/RCB)

(TL:ORG-80; 05-26-1999)

a. Operates and maintains the central automated reproduction and collating system (ARCS), 7x24-hours.

b. Operates and manages several bureau communications automated reproduction and dissemination system (CARDS) centers, 7x24-hours.

c. Oversees, manages, and performs the contracting officer's representative function for the reproduction equipment maintenance contract that serves the ARCS and CARDS centers automated messaging dissemination systems.

d. Maintains liaison with Department offices and bureaus, and other Federal agencies, for telegraphic reproduction and distribution services.

1 FAM 277.17-5 Programming Branch (IRM/OPS/MSO/MSMC/PRG)

(TL:ORG-80; 05-26-1999)

a. Performs automated terminal system (ATS), State terminal automated relay system (STARS) and PC hardware and software maintenance, for Main State and Beltsville, 7x24-hours.

b. Oversees, manages, and performs the contracting officer's representative function for the contract that provides programming and system maintenance for IRM/OPS/MSO/MSMC and some of IRM/OPS/MSO/BMC system computers and peripheral equipment.

c. Performs LAN administration and hardware/software configuration management for PC and mainframe telegraphic processing systems.

d. Serves on system development, technical, and operations planning group within the IRM Bureau.

1 FAM 277.17-6 Public Diplomacy Communications Branch (IRM/OPS/MSO/MSMC/PDC)

(TL:ORG-80; 05-26-1999)

- a. Performs messaging handling, processing, analysis, and distribution functions for State Annex 44.
- b. Provides telecommunications support for the Broadcasting Board of Governors (BBG).
- c. Performs trouble analysis and circuit management functions affecting cryptographic operations at State Annex 44.

1 FAM 277.18 Beltsville Messaging Center Division (IRM/OPS/MSO/BMC)

(TL:ORG-88; 06-30-2000)

- a. Manages and operates the Beltsville Messaging Center and the alternate Nuclear Risk Reduction Center (NRRC) messaging system. Maintains technical and operational liaison with the Department's Staff Secretariat Operations (S/S-O), White House Communications Agency (WHCA), Diplomatic Telecommunications Service Programs Office (DTS-PO), CIA, NSA, and other agencies, bureaus, and offices to coordinate ongoing and emergency messaging 7x24-hours.
- b. Provides program oversight for the Department's messaging systems, worldwide.
- c. Manages the Department's primary global telecommunications network center and regional messaging relay facility.
- d. Serves as designated alternate site facility for emergency messaging operations.
- e. Provides management oversight of the entire State Annex 26 facility to include building operations and maintenance support for the tenant organizations.
- f. Is solely responsible for all emergency operations and relocation facilities within the complex. Responsible for classified operations and support, and Memorandums of Understanding related to the forwarded activities.

1 FAM 277.19 Communications Operations Branch (IRM/OPS/MSO/BMC/OPS)

(TL:ORG-80; 05-26-1999)

- a. Manages and operates the State telegraphic automated relay system (STARS) red message switching computers and ancillary systems.
- b. Performs telecommunications network management of the domestic communications links that support the diplomatic telecommunications service (DTS) network.
- c. Serves as the Department's on-site facilitator for inter-agency and inter-office network service requests.
- d. Plans, develops, and implements the telecommunications operational methods and procedures used by the Department of State and other government agencies.
- e. Directs and coordinates the development of system and data circuit requirements between the Department and other government agencies. Maintains liaison with officials of other U.S. Government agencies concerning common telecommunications programs.

1 FAM 277.20 Systems and Integration (IRM/OPS/SIO)

(TL:ORG-80; 05-26-1999)

- a. Advises the Deputy Chief Information Officer for Operations and other high-level officials in the Department regarding Department-wide application systems, issues that integrate Department application systems, and mainframe, minicomputer, client/server and web technology.
- b. Provides Department-wide systems integration services and data management for mainframe, minicomputer, client/server systems and Web technology.
- c. Develops systems integration and data management standards, policies, and procedures in conformance with established Department architecture standards and policies to ensure effective and efficient systems of the Department and supported foreign affairs agencies.
- d. Provides systems engineering, systems analysis, software support, operations, facilities, configuration management, and quality assurance for nonmessaging mainframe, minicomputer, and client/server systems in conformance with Department architecture standards and Diplomatic Security standards.

e. Evaluates new developments in information technology to determine their applicability to Department-wide application systems, systems integration activities, data management, and mainframe, minicomputer, client/server, and web technology.

f. Serves on inter-agency technology committees as directed by senior management.

g. Develops and maintains computer security plans for the Department's two mainframe data processing centers, prioritizing the protection of the information assets, and including that plan in the center's system of management controls.

h. Is assigned ultimate responsibility for configuration management and change control of mainframe operating systems software, although both the Systems Services Staff and the Mainframe Systems Division are assigned to coordinate their operations concerning these two areas. ITI/SI is responsible for change management including ACF2 baselines.

i. Ensures the development and maintenance of an operating systems configuration baseline for the Department's mainframe system.

1 FAM 277.21 Systems Services Staff (IRM/OPS/SIO/SYS)

(TL:ORG-80; 05-26-1999)

a. Provides and coordinates delivery of systems assurance services including change management, quality assurance, configuration management, disaster recovery, and contingency planning to achieve and maintain high performance, customer oriented, cost-effective services from computer systems, applications, and programs.

b. Coordinates the Change Management Program to facilitate collection and tracking of information related to system changes.

c. Coordinates the quality assurance program to facilitate the collection and tracking of information related to system requirements and performance; develops, implements, and enforces a quality assurance plan (QAP) that provides an overview of QA elements, testing, tracking, and surveying, to ensure program requirements are met in system products and services.

d. Coordinates the configuration management program to facilitate the collection and tracking of information related to systems environments and baselines. Develops, implements, and enforces a configuration management plan (CMP) for managing and controlling all hardware, software, and facility upgrades, revisions, modifications, and enhancements. Provides configuration management information to the Architecture, Planning, and Regulations Office.

e. Coordinates the disaster recovery and contingency planning program to reduce risk throughout the office by developing effective plans and procedures to anticipate and guard against major system problems.

f. Coordinates program resources, and is liaison to IRM/M/EX, for all office administrative and management issues such as budget, planning, staffing, training, equipment, inventory, space, desktop systems, and procurement.

g. Develops acquisition plans for new computer systems, utilities, services; serves as COR for existing contracts for labor, service, and materials. CORs will coordinate with task managers at the branch or division level.

h. Coordinates technical and physical security programs to control access to sensitive information, computer hardware, and software; serves as communications security custodian (COMSEC).

i. Manages support for the operations, maintenance, and enhancement of the environmental systems for the existing computer centers, including power, air conditioning, backup generators, chiller systems, and power cable installations.

1 FAM 277.22 Application Integration Division (IRM/OPS/SIO/API)

(TL:ORG-80; 05-26-1999)

a. Provides policy direction regarding programs that integrate Department-wide applications including the data management program. Such policies will be developed in coordination with the Chief Information Officer, the Customer Service Center (IRM/CST), and the Office of IRM Architecture, Planning, and Regulation (IRM/APR) to ensure conformance with established Department architecture standards and policies.

b. Directs Department-wide integrated projects.

c. Directs the Department-wide data management program, including data administration and database management systems administration.

d. Designs and administers centrally coordinated Department-wide data and system interfaces employing specialized software technology (e.g., data message brokers, data replication, process control, transaction monitoring).

e. Provides expertise, benchmarking, and technical support for Department-wide software engineering methodologies, tools, and services.

f. Coordinates with SIO regarding activities related to configuration management, change control, quality assurance, disaster recovery and contingency planning, budget, environmental systems, contract administration, acquisitions, customer support services, and project reporting.

1 FAM 277.22-1 Integrated Projects Team (IRM/OPS/SIO/API/IP)

(TL:ORG-80; 05-26-1999)

a. Provides program management for executing Department-wide application integration projects in accordance with overall policy direction set by the Chief Information Officer; formulates comprehensive strategies for integrating Department-wide system hardware and software components (from the desktop to the mainframe).

b. Establishes and maintains project plans, including formulation of the overall project schedule, assessment of vulnerabilities and impacts, conversion cost estimates and guidance, and technical evaluations of project integration.

c. Analyzes new and emerging information technologies and integrating them into systems operations.

d. Establishes and maintains group decision support systems, and provides management of its integration with other systems, in accordance with the Department's information architecture and security standards.

1 FAM 277.22-2 Data Management Team (IRM/OPS/SIO/API/DM)

(TL:ORG-80; 05-26-1999)

a. Provides policy, program direction, and standards regarding definition of Department-wide data; provides the guiding structure and standards for Bureau data modeling and development efforts. Policies and standards will conform to established Department architecture standards and policies.

b. Designs and promulgates the Department's enterprise data architecture (EDA), including the high-level scope, business, and system views in coordination with IRM/APR.

c. Identifies and maintains centralized descriptions of the Department-wide standard data elements and metadata; and assists bureaus in defining progressively local tactical data models consistent with the enterprise data architecture.

d. Collects and catalogues in a common automated repository, current systems data descriptions and the enterprise data architecture.

e. Provides policy, program direction, and standards regarding the organization and maintenance of the Department's automated database assets in conformance with established Department architecture standards and policies.

f. Assists IRM Bureau developers in defining local databases consistent with the enterprise data architecture and local data models.

g. Defines standards and guidelines regarding methods and tools for ensuring Department-wide database security and integrity in conformance with established Department architecture standards and policies.

h. Supports bureaus in benchmarking, selecting, supporting, and acquiring database management systems and database administration resources.

i. Supports bureaus in monitoring and refining the use and performance of their databases.

1 FAM 277.23 Applications Programming Division (IRM/OPS/SIO/APD)

(TL:ORG-80; 05-26-1999)

a. Manages projects based on Departmental customer requests related to the development and enhancement of Department information management systems applicable to personnel, retirement, payroll, and other nonmessaging initiatives.

b. Provides desktop and client/server applications development and support activity based on Departmental customer requests.

c. Provides consultation services in various software engineering technological disciplines.

d. Manages projects that cross all applications supported in the division. These include software modernization to bring information systems up to current release level of operating software, etc.

e. Coordinates with the Systems Services Staff regarding activities related to configuration management, change control, quality assurance, disaster recovery and contingency planning, budget, environmental systems, contract administration, acquisitions, SIO customer support services, and project reporting.

1 FAM 277.23-1 Client Server Applications Branch (IRM/OPS/SIO/APD/CSB)

(TL:ORG-80; 05-26-1999)

- a. Develops software for Department-wide use.
- b. Plans, develops, tests, deploys, and supports desktop applications for personal computer environments, and consults with functional bureau customers who are planning and developing such applications.
- c. Plans, develops, tests, deploys, and supports Department-wide minicomputer and PC-based client/server applications, as appropriate.
- d. Plans, develops, tests, deploys, and supports DOS web applications using database servers for Department-wide use.
- e. Plans, develops, tests, deploys, and supports Department-wide DOS web utilities including text search engine(s), multi-user on-line discussion groups, meeting management tools, and workflow administration.

1 FAM 277.23-2 Payroll Applications Branch (IRM/OPS/SIO/APD/PAY)

(TL:ORG-80; 05-26-1999)

- a. Provides requirements analysis, design, development, maintenance, enhancement, and technical support for payroll application mainframe information systems. Work priorities are defined by the customer for each application.
- b. Evaluates new technologies and software tools for use in enhancing existing or planned software engineering activities. This includes conducting feasibility studies to define alternative means of achieving this function.
- c. Provides consultation services in various mainframe systems technological disciplines.
- d. Defines and manages projects that cross all applications supported in the branch. These include software modernization to bring information systems up to current release of operating software, etc.

1 FAM 277.23-3 Personnel Applications Branch (IRM/OPS/SIO/APD/PER)

(TL:ORG-80; 05-26-1999)

- a. Provides requirements, analyses, designs, development, maintenance, enhancement, and technical support for personnel and retirement applications. Work priorities are defined by the customer for each application.
- b. Evaluates new technologies and software tools for use in enhancing existing or planned software engineering activities. This includes preparation of feasibility studies to define alternative means of achieving this function.
- c. Provides consultation services for various mainframe systems technological disciplines.
- d. Defines and executes projects that cross all applications supported in the branch. These include software modernization to bring information systems up to current release level of operating software, etc.

1 FAM 277.24 Mainframe Systems Division (IRM/OPS/SIO/MFS)

(TL:ORG-80; 05-26-1999)

- a. Directs mainframe systems operations and systems programming activities, and provides associated policy direction in conformance with established DOS architecture standards and policies.
- b. Assists with the integration of client/server technology into the mainframe environment.
- c. Provides policy direction regarding nonmessaging desktop and client/server application systems initiatives in conformance with established Department architecture standards and policies.
- d. Provides operational support to desktop client/server systems based on customer requests.
- e. Provides systems programming support to desktop and client/server systems.
- f. Coordinates activities related to configuration management, change control, quality assurance, disaster recovery and contingency planning, budget, environmental systems, contract administration, acquisitions, and customer support services and project reporting, with the Systems Service Staff.

1 FAM 277.24-1 Client/Server Operations Branch (IRM/OPS/SIO/MFS/CSO)

(TL:ORG-80; 05-26-1999)

- a. Controls, troubleshoots, and provides technical and operational support for SIO minicomputer systems, including the Department's fax gateway, and the test and integration facility for minicomputer systems.
- b. Provides operations staff for other IRM Bureau offices that require ongoing operations, maintenance, and servicing of servers, desktop hardware and software, and local area network hardware and software.
- c. Distributes and releases customized application software, operating systems and utilities to a full range of minicomputer systems, desktop PCs, and client/server systems located at the Department's facilities worldwide.
- d. Controls, troubleshoots, and provides technical and operational support for client/server platforms (other than those dedicated to messaging) in centrally controlled locations called "server farms."
- e. Maintains and keeps track of all sensitive and classified documents produced by the SIO client/server computers, and maintains accurate up-to-date records of deliveries, pickups, and authorized Departmental customer offices.

1 FAM 277.24-2 Client/Server Systems Programming Team (IRM/OPS/SIO/MFS/CSS)

(TL:ORG-80; 05-26-1999)

- a. Develops Department-wide client/server systems standards for graphical user interfaces (GUIs), middleware tools, and operating systems in conjunction with the IRM/CST for Departmental customer requirements, Bureau systems development offices, and the Architecture, Planning and Regulations Office (IRM/APR).
- b. Provides requirement analyses, design, development, maintenance, and deployment of a standard suite of client/server interacts with Department-wide applications. This encompasses the programming guidelines for the Department's graphical user interface.
- c. Provides the requirement analyses, design, development, configuration, maintenance, and deployment of commercial off-the-shelf (COTS) middleware tools, desktops, and server operating systems. These provide Department-wide access to the client/server based applications over the network.

d. Maintains a configuration management plan for desktop and server operating systems and other COTS products for SIO.

e. Evaluates, maintains, and deploys the Department's operating system, utilities, and device support solutions for Wang VS systems.

1 FAM 277.24-3 Operations Branch (IRM/OPS/SIO/MFS/OP)

(TL:ORG-80; 05-26-1999)

a. Ensures that the Beltsville Information Management Center (BIMC) and the Foreign Affairs Data Processing Center (FADPC) are fully supported with computer processors, tape libraries, and environmental systems monitored, controlled, and maintained 7x24-hours.

b. Manages, maintains, and controls the SIO's tape libraries located at FADPC and BIMC. This includes making retrievals in accordance with Departmental customer requests, repairing faulty tapes or segments, and updating as necessary. Inventories the unclassified sensitive-through-Top-Secret tapes on an annual basis and reports the results to the CIO per OIG recommendations.

c. Manages and directs the activities required to generate, reproduce, store, control, and distribute computer-generated information in electronic magnetic tape, microfiche, and paper format.

d. Analyzes and plans the most efficient workload for the mainframe computers, including developing job schedules, task assignments, timetables, priorities, and modifying job schedules to meet urgent demands or changing requirements.

e. Maintains and keeps track of all sensitive and classified documents produced by the SIO mainframe computers, and maintains accurate up-to-date records of deliveries, pickups, and authorized Departmental customer offices.

f. Operates and troubleshoots mainframe communication controllers by recording events, detecting problems, and restoring services to failed or malfunctioning elements.

1 FAM 277.24-4 Systems Programming Branch (IRM/OPS/SIO/MFS/SP)

(TL:ORG-80; 05-26-1999)

a. Manages operating systems, utility software development, and installation and maintenance for SIO mainframe computers.

b. Provides the requirement analyses, design, development, and maintenance and deployment of mainframe communications control programs to facilitate open exchange of information between the domestic mainframe computers and the Department's customer systems, in conformance with established Department security architecture standards and policies.

c. Conducts analyses of application software growth, database administration, and automated operations.

d. Provides the requirement analyses, design, development, and maintenance and deployment of mainframe system development interfaces to Department-wide applications.

e. Participates in all mainframe projects that cross branches supported by SIO, including software modernization to bring information systems up to current release levels of operating software, etc.

1 FAM 278 AND 279 UNASSIGNED

1 FAM 271 Exhibit 271.2

BUREAU OF INFORMATION RESOURCE MANAGEMENT (IRM)

(TL:ORG-97; 01-26-2001)

